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TO ALL DIPLOMATIC AND CONSULAR POSTS COLLECTIVE IMMEDIATE

RUEHTRO/AMEMBASSY TRIPOLI IMMEDIATE 2757

UNCLAS STATE 048863

E.O. 12958: N/A

TAGS: [AMGT](#) [ACOA](#)

SUBJECT: SMART INSTANT MESSAGING DEPLOYMENT

¶1. Instant Messaging (IM) is the first component to be deployed as part of the State Messaging and Archive Retrieval Toolset (SMART). IM is a form of instantaneous communication aimed to strengthen the conduct of diplomacy and provide additional collaboration tools to improve technology and facilitate knowledge sharing within the Department. The SMART Program Office began global deployment February 02, 2007 and is expected to be complete April 2007.

¶2. Microsoft Communicator, the IM tool used in SMART, was ITCCB(Information Technology Change Control Board)-approved on January 29, 2007. There are no prohibitions against Department employees using Communicator as deployed by SMART; however, the provisions in 5 FAM 780 will continue to prohibit EFM's and MOH's from using IM capabilities. (see 5 FAM 784 and 5 FAM 785, <http://arpsdir.a.state.gov/fam/05fam0780.doc>) .

¶3. Please note that SMART's IM tool has been ITCCB-approved. Installation of ANY other IM software is a violation of Department security policy.

¶4. The Acceptable Use Policy for IM and general information about the SMART program and its solutions can be found on the SMART Website at <http://smart.state.gov>.

¶5. For specific questions, see the FAQs on the SMART Website(<http://smart.state.gov/shortcut.cfm/b mie>) or contact the SMART Liaison Branch Chief, Glenn Miller, at millergw@state.gov.

Minimize Considered.

RICE